

Breaking Down Barriers: Integrated Service Delivery for Individuals and Families Without Legal Status

2007 OCASI Professional Development Conference

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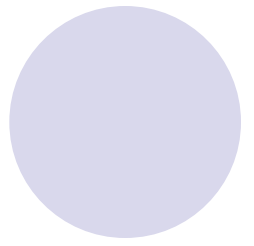
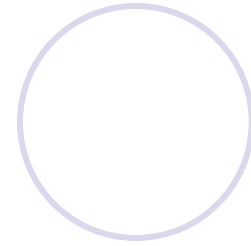
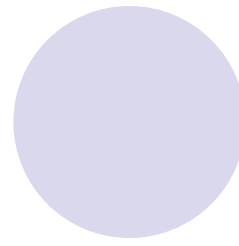
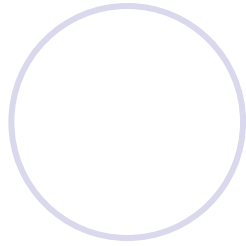
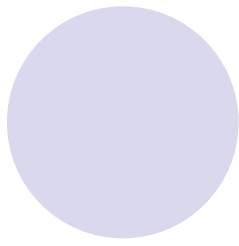
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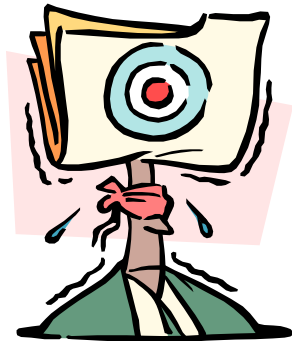
Context for supporting
individuals and families
without legal status

Our community consists of a large population of **newcomers** and **long-term** residents who have no official status in Canada.





There is growing chaos in the lives of Individuals and families without legal status as they remain “unknown” and increasing in numbers.



Who are these people?



- Legal: refugee claimants waiting for decision, live-in caregivers, exotic dancers, SAWP agricultural workers.
- Illegal: rejected claimants, approved convention refugees who did not apply within 180 days, Visa overstayers
- Non-record: People with no identification (non-insured/undocumented) people who came through the U.S. and were not asked to show identification.



What is the source of this chaos?

In addition to the barriers facing all newcomers as they settle in a new country, people without status face additional issues:

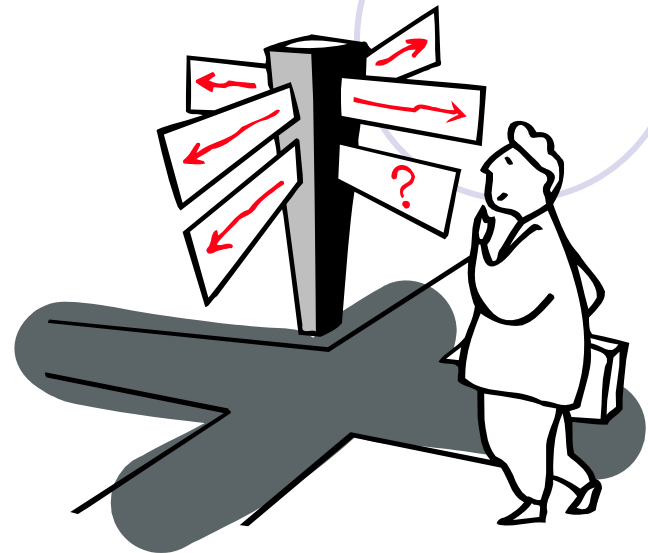
- lack of security
- feelings of isolation
- lack of trust
- strained social relationships
- lack of feeling in control of their lives and/or destiny
- lack of legitimate access to services that are geared to the undocumented newcomer
- fear of deportation, violence, harassment, emotional and physical abuse

What are common challenges we face?



- Resources are strained
- Staff burn out and frustration
- Lack of support from other sectors
- Fear of losing funding and putting clients at risk

**How can we help turn it
around?**

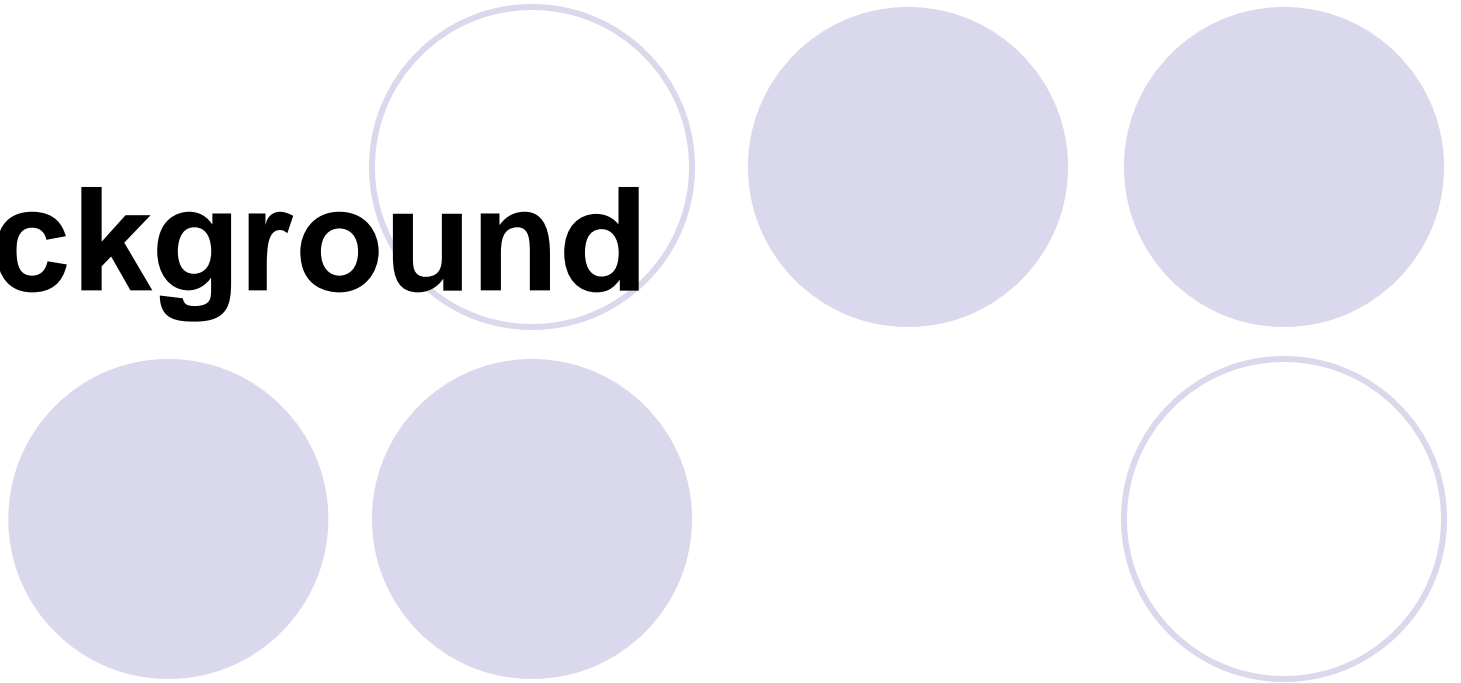


The Integrated Service Delivery Framework

Integrated approaches to service delivery can dramatically increase the support, stability and access available to undocumented newcomers.



Background





Following on our history

- In 1990s DPNC/Health Clinic “encounters” its newcomer population
- Intake worker identifies increasing need for services and support for individuals and families without legal status
- Successful application for funding of settlement worker to provide “upfront” service to non-status people.

DPNC Strategic Plan :

Building Capacity for a Healthier Community (2003-2006)

Five Strategic Directions, Including:

To increase the Centre's capacity to support non-insured/undocumented people and to improve the well being of this population group.

DPNC Position Statement Regarding Its Non-Status Clientele

DPNC acknowledges that:

- Access to status is a critical issue for the health and well-being of people without status in Canada.
- People living in Canada must have **access** to quality health care, education, employment opportunities and the ability to participate as full members of civil society regardless of status.
- A process is needed whereby non-status people are able to apply for official status without risk of reprisal.

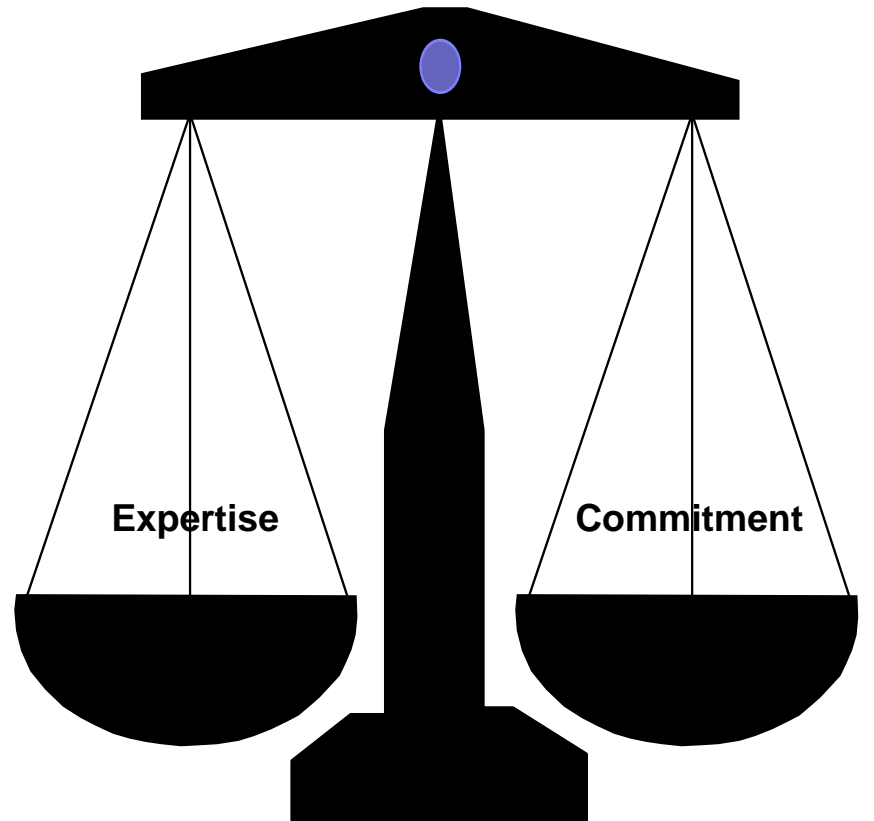
The Integrated Service Delivery: Central Features



- Services
- Projects
- Coordination
- Advocacy

Services

- Primary Care
 - Same-day booking
- Dedicated Settlement Services
- Counselling
- Information
- Referral



Projects

- United Voices Women's Group
- Ready for School Connects/Success by Six
- Fusion Newcomer Youth Project
- Community Arts



Coordination

The Newcomer/Non-Status Action Committee- NNAC



Objectives of the Newcomer/non-status Action Committee

- To provide a forum for discussion and brainstorming of relevant issues and solutions;
- To provide a forum for debriefing and mutual support for relevant committee staff;
- To lead and coordinate in the development of special projects, activities, initiatives and advocacy related to the service population;
- To identify the needs and service gaps of the service population;
- To share information and resources available in the community;

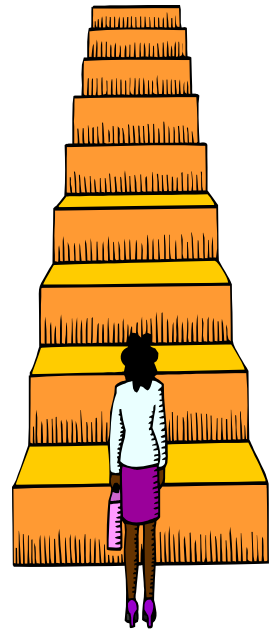
Advocacy



- Public Education Initiatives (Neighbours)
- Partnerships for policy reforms (STATUS Campaign, Access Alliance, Toronto Social Planning Council)
- Endorsing “regularization” efforts – Don’t Ask Don’t Tell
- Letter writing initiatives
- OHIP – Every child’s right to health coverage campaign
- Self-advocacy workshops

Challenges

- Complexity of the issues faced by non-status
- Workload – overwhelming demand for services
- Restrictive government funding (i.e JSW)
- Government changes – Lack of political consistency
- Interpretation of the Law can be contradictory (i.e Education)
- Sept. 11 altered the way that people looked at amnesty and at newcomers and non-status (affected STATUS Coalition)
- Emotional instability - isolation for fear of deportation



Indicators of Success

1. Individual

- Non-Status Business Registered
- Mediated solution for a conflict created around status issues
- Advocated for non-status workers

2. Departmental/Organizational

- Organization environment is more inclusive and accessible to non-status people
- Improved coordination of services – ie: Intake process, NNAC Participation in research, increased external referral sources

3. Systems

- OHIP
- Education
- Employment Standards Act

